

What Is Claimed Is:

- 1                   1.    A method for evaluating a concern, the  
2    method comprising:  
3                    receiving the concern related to a subject  
4    matter;  
5                    capturing at least one digital image of the  
6    subject matter; and  
7                    deciding how to address the concern based on  
8    a review of the at least one digital image.
- 1                   2.    The method of claim 1 wherein the  
2    subject matter of the concern relates to a  
3    manufacturing defect in a product.
- 1                   3.    The method of claim 1 further  
2    comprising acquiring a concern identification indicia  
3    which is indicative of the subject matter of the  
4    concern.
- 1                   4.    The method of claim 1 further  
2    comprising watermarking the concern identification  
3    indicia onto the at least one digital image.
- 1                   5.    The method of claim 1 wherein receiving  
2    a concern further comprises entering data regarding  
3    the concern into a computer.

1                   6.    The method of claim 5 wherein entering  
2   data further comprises entering data into a  
3   computerized concern form.

1                   7.    The method of claim 6 further  
2   comprising associating at least one digital image with  
3   the computerized concern form.

1                   8.    The method of claim 1 wherein capturing  
2   further comprises transferring the at least one  
3   digital image from a digital camera to a computer.

1                   9.    The method of claim 1 further  
2   comprising transmitting the at least one digital image  
3   over a communication network to a remote location for  
4   approving a correction of the concern.

1                   10.   A method for processing a customer  
2   concern, the method comprising:  
3                   receiving the customer concern related to a  
4   product;  
5                   capturing at least one digital image of the  
6   product;  
7                   sending the at least one digital image of  
8   the product to a reviewer;  
9                   viewing the at least one digital image;  
10                  determining how to address the customer  
11   concern for the product; and

12                   submitting one of an approval and a  
13                   rejection for the customer concern for the product.

1                   11. The method of claim 10 wherein the  
2                   customer concern is regarding a manufacturing defect  
3                   in a product.

1                   12. The method of claim 10 further  
2                   comprising acquiring a concern identification indicia  
3                   which is indicative of the product.

1                   13. The method of claim 10 further  
2                   comprising watermarking the concern identification  
3                   indicia onto the at least one digital image.

1                   14. The method of claim 10 wherein  
2                   receiving a customer concern further comprises  
3                   entering data regarding the customer concern into a  
4                   computer.

1                   15. The method of claim 14 wherein entering  
2                   data further comprises entering data into a  
3                   computerized concern form.

1                   16. The method of claim 15 further  
2                   comprising associating at least one digital image with  
3                   the computerized concern form.

1                   17. The method of claim 10 wherein  
2 capturing further comprises transferring the at least  
3 one digital image from a digital camera to a computer.

1                   18. The method of claim 10 further  
2 comprising transmitting the at least one digital image  
3 over a communication network to a remote location for  
4 viewing by the reviewer.